



First Time - Logon Script

Step 1 – Go to the logon screen for the Knowledge Center (<https://covkc.virginia.gov/dss/external>)

If you are using the Knowledge Center for the very first time... you must, first, register and be approved first.

To register for the first time click the register link

[Register](#) [Email Administrator](#)

VDSS Knowledge Center Global Local Agencies and Community Partners

Local Portal - The COVKC Learner Services Group is here to serve you!

[DSS External Portal Portal](#)

If you need help with anything in the Knowledge Center, contact the VCCC Help Desk at either 1-866-637-8482 or vccc@vita.virginia.gov. Ask the Help Desk Technician to forward the help desk ticket to the DSS COVKC Learner Services Group. Ask the Help Desk Technician to place the following in the subject line of the Help Desk Ticket:

1) Your agency, 2) Your Full Name, 3) Course Number if the ticket concerns a course, 4) Short description of help needed.

For example: Amelia Department of Social Services, John Smith, CWS1002 Exploring Child Welfare Access. Help Desk Tickets are reviewed and resolved within 24 hours, unless the ticket falls over a weekend or additional information is needed

If you are a first time registrant, profile requests are staffed every 24 hours.

If you feel you need immediate assistance contact the COVKC Learner Services Group:

Bobby Cottrell, Manager, at robert.cottrell@dss.virginia.gov or (540) 857-6026
Bill Craighead, LMS Administrator at bill.craighead@dss.virginia.gov or (804) 663-5536
Anita Brown, Help Desk at anita.brown@dss.virginia.gov or (540) 857-6018
Rebecca Keen, Help Desk at rebecca.keen@dss.virginia.gov or (276) 623-0134

Login ID

Forgot Login ID?

Password

Forgot Password?

[Log In](#)



STEP 2- Confirm this is a NON –State employee registration

Non-State Registration

Non-State Registration

This functionality is intended for registration of Non-State employees ONLY.

Non-State Employees: If you are a non-state employee that has registered before but require access to a different domain, please do not use this functionality, contact your site administration. If you are a non-state employee registering for the first time please continue.

State Employees: If you are an employee of the Commonwealth of Virginia, please do not register. An account should have been created for you. Enter your State Employee ID as your Login ID, or if you do not know your Login ID, select the Forgot Login ID?; then select Forgot Password?, and a password will be emailed to you. If you need additional assistance, please contact your agency/domain site administrator.

Are you a non-state employee?

☒ I am a non-state employee, entering the site for the first time

☐ I am a state employee

Click the radio button below.... then click the submit button.

STEP 3 – Complete all contact information. Each field with a blue star is a field that is required.

- All Local DSS Employees are to use their business location and phone numbers
- Date of Birth field is entered by clicking on the calendar and selecting month/day/year.



Create New Non-State Account

Create an account for a new user.

User Information Manager Organization Job Title Affiliation Additional Information

User Information

Type the indicated information in the fields, make menu selections, and click Next to proceed.

* Login ID

* Password [Password Rules](#)

* Confirm Password

* First Name

* Last Name

Middle Name

* Last 4 of SSN

* Date of Birth

* Email Address

* Gender ☐ Male ☐ Female

* Address

* City

* U.S. State

* Postal Code

* Home Phone

Fax

Qualifications

Section 508 Support

* Primary Language

* Region

* Time Zone

[Check Spelling](#)

Next Cancel

These fields should be set to these parameters

*** Entering the date field

Middle Name

* Last 4 of SSN

* Date of Birth

* Email Address

* Gender ☐ Male ☐ Female

* Address

* City

* U.S. State

* Postal Code

* Home Phone

Click the Calendar icon to enter dates into the field.

Single arrows move 1 month + or -

Double arrows move 3 months + or -

Click the month name lets you access year and month

S	M	T	W	T	F	S
24	25	26	27	28	29	30
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Jan	Feb	2009	2014
Mar	Apr	2010	2015
May	Jun	2011	2016
Jul	Aug	2012	2017
Sep	Oct	2013	2018
Nov	Dec		

Once the form is complete - click the next button at the bottom of the page form.



STEP 4 - Select Your Manager

This step will allow this new record to be associated with your manager OR, in the case of many community partners where their manager may not be in the data base, to select no manager.

- Enter last name and first name then click search
 - The blue information button to the left of each name, when clicked, show additional information about the user
 - Upon finding the correct name you may click the radio button in front of the desired name then click next
- If the above search yields no correct name click the check box

Create New Non-State Account

Create an account for a new user.

User Information **Manager** Organization Job Title Affiliation Additional Information

Select Manager

Enter a last name, first name or both and then click Search. Click the button in front of the person as your manager. You can click the Information icon for any user to view their profile.

Last Name
First Name

☐ Click this checkbox if you are unable to select a manager at this time, and then click Next (if creating a new account) or click Select Manager (if editing a profile).

Search

Records found:

	Last Name	First Name	Title	Location
<input checked="" type="radio"/>	MACKLIN	BRENDA	Prog Admin Specialist II	Henrico, VA

Back **Next** **Cancel**

If after searching for your manager's name you do not find the correct name you may click the check box then click the next button

If the manager's name is found - click the radio button in front of the name and click the next button

STEP #5 – Select the organization

- **Local DSS Employees (ONLY)**
 - The local DSS units are found by REGION – FIPS # - FIPS NAME
 - (i.e. Central -193 – Westmoreland, Eastern – 053 – Dinwiddie, Northern – 153 – Prince William, Piedmont – 770 – Roanoke City, Western – 167 – Russell, etc.)
 - Find your local FIPS and click the check box in front of it - then click the next button at the bottom of the page



Create New Non-State Account



Create an account for a new user.

User Information	Manager	Organization	Job Title	Affiliation	Additional Information
------------------	---------	---------------------	-----------	-------------	------------------------

Select Organization

Select an organization from the list below. You can only select one organization. Then click Save (or click Next if creating a new account).

- ☐ (CRTO) - Central Regional Training Office (RICHMOND - VA)
- ☐ (ERTO) - Eastern Regional Training Office (VIRG)
- ☐ (LIC) Community Partners
- ☐ (NRTO) - Northern Regional Training Office (WAI)
- ☐ (PRTO) - Piedmont Regional Training Office (RO)
- ☐ (WRTO) - Western Regional Training Office (ABI)
- ☐ 595 - Emporia
- ☐ Board - Family and Children's Trust Fund of Virg
- ☐ Boards
- ☒ Central-007 - Amelia
- ☒ Central-029 - Buckingham
- ☒ Central-033 - Caroline
- ☐ Central-036 - Charles City
- ☐ Central-041 - Chesterfield
- ☐ Central-049 - Cumberland
- ☐ Central-057 - Essex
- ☐ Central-065 - Fluvanna
- ☐ Central-075 - Goochland
- ☐ Central-085 - Hanover
- ☐ Central-087 - Henrico
- ☐ Central-097 - King and Queen
- ☐ Central-101 - King William
- ☐ Central-103 - Lancaster
- ☐ Central-111 - Lunenburg
- ☐ Central-119 - Middlesex

- **Local DSS Employees (ONLY)**

- The local DSS units are found by REGION - FIPS # - FIPS NAME
 - (i.e. Central -193 - Westmoreland, Eastern - 053 - Dinwiddie, Northern - 153 - Prince William, Piedmont - 770 - Roanoke City, Western - 167 - Russell, etc.)
- Find your local FIPS and click the check box in front of it - then click the next button at the bottom of the page



Create an account for a new user.

User Information	Manager	Organization	Job Title	Affiliation	Additional Information
------------------	---------	---------------------	-----------	-------------	------------------------

Select Organization

Select an organization from the list below. You can only select one organization. Then click Save (or click Next if creating a new account).

- ☐ (CRTO) - Central Regional Training Office (RICHMOND, VA)
- ☐ (ERTO) - Eastern Regional Training Office (VIRGINIA BEACH, VA)
- ☐ (LIC) Community Partners
- ☐ (NRTO) - Northern Regional Training Office (WARRENTON, VA)
- ☐ (PRTO) - Piedmont Regional Training Office
- ☐ (WRTO) - Western Regional Training Office
- ☐ 595 - Emporia
- ☐ Board - Family and Children's Trust Fund
- ☐ Boards
- ☐ Central-007 - Amelia
- ☐ Central-029 - Buckingham
- ☐ Central-033 - Caroline
- ☐ Central-035 - Charles City

- **Licensing Community Partners**

- **Select the check box in front of (LIC) Community Partners then click the next button at the bottom of the page**

STEP #6 – Select Job Title

- **Without entering anything in the search text box – hit the search button**
 - **Select your job title from the resulting search list then click the next button at the bottom of the page.**
 - **If you do not see your job title – select “Other” then hit the next button at the bottom of the page**



Create New Non-State Account

Create an account for a new user.

User Information Manager Organization **Job Title** Affiliation

Select Job Title

Perform a search to find job titles. Click the button to the left of a job title at any time.

Search Text

Search Type All words

Search

Records found: 18

	Job Title
<input type="radio"/>	Administrative
<input type="radio"/>	Adult Protective Services (APS)
<input type="radio"/>	Adult Protective Services (APS) Supervisor
<input type="radio"/>	Assistant Director
<input type="radio"/>	Child Protective Services (CPS)
<input type="radio"/>	Child Protective Services (CPS) Supervisor
<input type="radio"/>	CSA Program Coordinator
<input type="radio"/>	Director
<input type="radio"/>	Eligibility Supervisor
<input type="radio"/>	Eligibility Worker
<input type="radio"/>	Employment Services (ESP)
<input type="radio"/>	Employment Services Supervisor
<input type="radio"/>	Foster Care (FC)
<input type="radio"/>	Foster Care (FC) Supervisor
<input type="radio"/>	Office Manager
<input checked="" type="radio"/>	Other
<input type="radio"/>	Services (Generic)
<input type="radio"/>	Services Supervisor (Generic)

Back **Next** **Cancel**

Click on search button without anything in the search text box. You will now see a list of all job titles

Select your appropriate job title by clicking the select button in front of the job name then clicking the next button at the bottom of the page

If you do not find your appropriate job title here then click on the "Other" selection button. Click the next button at the bottom of the page.



STEP #7 – Select Affiliation

Local DSS UNITS

Create New Non-State Account

Create an account for a new user.

User Information Manager Organization Job Title **Affiliation**

Select Affiliation

Type the indicated information in the fields, make menu selections, and click Create or Next (if available) to proceed.

* Affiliation: Local Government

* Reason for Access: To gain access to this agency site

* Federal Agency / Organization:

* County ID:

Some of the fields below might become required depending on the affiliation selected

POQUOSON (CITY) - 735
PORTSMOUTH (CITY) - 740
POWHATAN - 145
PRINCE EDWARD - 147
PRINCE GEORGE - 149
PRINCE WILLIAM - 153
PULASKI - 155
RADFORD (CITY) - 750
RAPPAHANNOCK - 157
RICHMOND (CITY) - 760
RICHMOND - 760
ROANOKE (CITY) - 770
ROANOKE - 161
ROCKBRIDGE - 163
ROCKINGHAM - 165
RUSSELL - 167
SALEM (CITY) - 775
SCOTT - 169
SHENANDOAH - 171
SMYTH - 173
SOUTH BOSTON (CITY) - 780
SOUTHAMPTON - 175
SPOTSYLVANIA - 177
STAFFORD - 179
STAUNTON (CITY) - 790
SUFFOLK (CITY) - 800
SURREY - 181
SUSSEX - 183
TAZEWELL - 185
VIRGINIA BEACH (CITY) - 810

Create Back Cancel

AFFILIATION Box

For Local DSS Units...

AFFILIATION = Select Local Government

Reason = To Gain Access to this agency site

County ID = Select your County FIPS from the drop down

Then click the create button at the bottom of the page

STEP #7 – Select Affiliation

Community Partners



Create New Non-State Account

Create an account for a new user.

User Information Manager Organization Job

Select Affiliation

Type the indicated information in the fields, make menu selections, and click Create or Next (if available) to proceed.

* Affiliation Community Partner

* Reason for Access To access training for this agency

Some of the fields below might become required depending on the affiliation selected

* Federal Agency / Organization

* County ID

Create Back Cancel

AFFILIATION Box
For Community Partners...

AFFILIATION = Community Partner

Reason = To Gain Access to this agency site.

Then click the create button at the bottom of the page

STEP #7 – Select Affiliation

License Community Partners

Create New Non-State Account

Create an account for a new user.

User Information Manager Organization Job

Select Affiliation

Type the indicated information in the fields, make menu selections, and click Create or Next (if available) to proceed.

* Affiliation License - Community Partners

* Reason for Access To access training for this agency

Some of the fields below might become required depending on the affiliation selected

* Federal Agency / Organization

* County ID

Create Back Cancel

AFFILIATION Box
For Licensed Community Partners...

AFFILIATION = License - Community Partner

Reason = To Gain Access to this agency site.

Then click the create button at the bottom of the page



STEP #8 – Await approval response

Turnaround on approvals is 48 hours or less. The approval email will contain your logon credentials

Registration Request Submitted

Registration Request Submitted

Your registration request has been submitted to an Administrator denied

[Return](#)

Registration has been submitted for approval. Turnaround on approvals is 48 hours or less.

The approval email will contain all your logon credentials.

Inquiries after 48 hours can be made via the help